

Rimini Street Application Management Services for SAP

Solution Overview

Consolidate and simplify your SAP application management operations and software vendor annual support. Rimini Street Application Management Services (AMS) for SAP, combined with Rimini Street Support for SAP, gives you direct access to the expert engineers you've always wanted through an efficient, streamlined support model. The result? Better business outcomes with improved service levels and faster resolutions for increased productivity.

Capabilities

Rimini Street AMS for SAP complements existing Rimini Street core application support services, providing a wider variety of services for managing, administering, enhancing, monitoring and maintaining your mission-critical SAP systems. We deliver client-specific business outcomes, not just closed tickets.

- Expert engineers by your side, reducing escalations
- One streamlined management and support model, eliminating inefficiencies
- Root cause analysis with expert guidance, improving delivery for critical projects

Benefits

Better Model

- Software support without unnecessary development or manufactured project work
- Simplified operating model for maintaining system stability
- Only integrated AMS focused exclusively on support

Better People

- Expert engineers delivering improved service levels, necessary enhancements for the business
- Improved case resolution ownership and accountability
- More consistent service delivery with less escalations

Better Outcomes

- Focus on client success versus closing tickets
- Simplify operations, lifespan and value of existing systems
- Unlock budget, resource and time savings to fuel digital and cloud services

Service At-A-Glance

Rimini Street AMS for SAP are designed to complement existing Rimini Street core application support services and require you to have an active Rimini Street support agreement.

Services include:

- Integrated Application Management and Support Services
- System administration
- System health monitoring
- Enhancement support
- SAP Basis

Maximize the value of your SAP system with integrated Application Management and Support Services. Deliver IT services faster, provide a smoother SAP system operation, and accelerate deployments with streamlined management that gives greater agility and less multi-vendor coordination and risk in service delivery.

Application Management Services			
Level 2 and 3 Support <ul style="list-style-type: none">– Restore normal operation, minimize impacts on business operations– Manage incidents with root cause analysis and correction– Review and classify priorities on a weekly basis	Enhancement Support <ul style="list-style-type: none">– Create tailored enhancement packages– Adhere to client policies for improvements in the system– Provide warranties on new enhancements	System Health Monitoring <ul style="list-style-type: none">– Direct proactive and continuous health monitoring, threshold analysis and event detection– Provide periodic administrative activities to insure the system performs as expected	System Administration <ul style="list-style-type: none">– Conduct regular system checks– Monitor data backups– Implement user administration and system-level profile changes
Support Services (Vendor Replacement Level 4 Support) 24/7 support Guaranteed 15-minute or less response time for critical issues Application & repository fixes, customization fixes, configuration support Root cause analysis Global tax, legal and regulatory update services Regional primary support engineer (PSE)			
Strategic Services Proactive Support for System & Database Performance Advanced Technology Services for Interoperability Global Security Services & Assessments for Application, Middleware & Database Vulnerabilities Cloud Services & Assessments License Advisory Services Strategic & Functional Roadmapping Services			

Why Rimini Street

We deliver unparalleled support because our people are highly skilled engineers dedicated to ensuring that you receive exceptional value and customer service every day. Our premium third-party support services enable you to optimize existing enterprise software investments, extend current capabilities to leverage hybrid IT, and transform your business to a digital enterprise with help from intelligent and agile technology roadmaps.

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